OBSERVATION REPORT #27

KPMG Consulting received unexpected error messages when following Verizon documentation for orders to install the IdentaRing feature on UNE-P accounts.

Issue

KPMG Consulting received error messages after submitting orders to install the IdentaRing feature on UNE-P accounts. When installing the IdentaRing feature the Order Business Rules state the FEATURE field is required and the FEATURE DETAIL field is optional when the FA (Feature Activity) field is populated with an "N" (Add or install) or "V" (Conversion as specified).   There are no instructions or guidelines posted on the method to populate the Feature Detail field for UNE-P orders in Verizon-South on the Verizon (VZN) Wholesale website.[1] KPMG Consulting's initial attempt to submit these orders using only the USOC for IdentaRing ("DRS1X") resulted in an error. KPMG Consulting's subsequent attempt to submit these orders using the guidelines from the website for Wholesale Resale Orders for VZN-North also resulted in an error. Verizon then instructed KPMG Consulting to populate the Features Group in the following manner:

Field	Field Description	Data
FA	Feature Activity	N
FEATURE	Feature	DRS1X
FEATURE DETAIL	Feature Detail	TN (with no spaces or dashes)

Based on this information, multiple orders were submitted using the stated procedure; however, some orders received confirmations, while others continued to receive errors stating that the format was invalid.   The is a sample of these PONs:

    010061NN0X010002, Ver AB
    020051NN0X010002, Ver AD

Additional inquiries were made to the TISOC concerning this matter and different instructions were specified by VZN on each occasion.

Assessment

Incomplete order documentation and inconsistent information from the TISOC may impede the ability of CLECs to accurately prepare orders resulting in longer intervals between customer orders and the processing of CLEC orders.

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[1] http://www.bellatlantic.com/wholesale